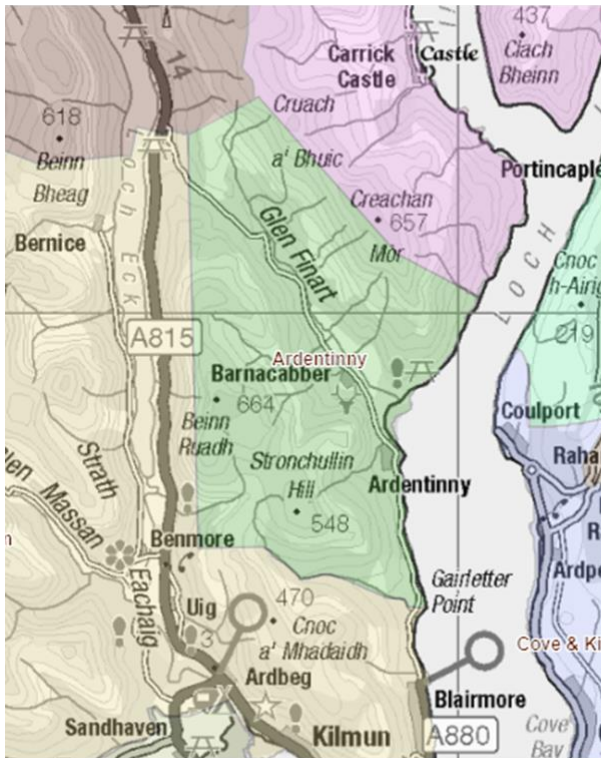


Ardentinny

Community Emergency Plan

Plan last updated on: 30/04/2024



Owner: Ardentinny Community Council

**IF YOU ARE IN
IMMEDIATE DANGER
CALL 999**

Non-emergency contact with the Police is via 101

DISTRIBUTION LIST

Name	Role	Phone number/email address	Issued on
Argyll & Bute Council	Civil Contingencies Dept.	01546 605522 emergencyplanning@argyll-bute.gov.uk	30/04/2024
Secretary	Ardentinny Village Hall	Ardentinnyvillagehall8@gmail.com	30/04/2024
Peter Wilson	Ardentinny Outdoor Centre	01369 810271 info@ardentinnycentre.org.uk	30/04/2024
Nik Cox	Forestry and Land Scotland	nik.cox@forestryandland.gov.scot 0300 067 6600	30/04/2024
Ardentinny Community Council	Community Council Website	www.ardentinnycc.co.uk	30/04/2024

AMENDMENTS TO PLAN

Name	Details of changes made	Changed by	Date for next revision
<i>Ardentinny Community Council</i>	<i>Various Updates to existing Plan</i>	<i>John Brint</i>	<i>April 2024</i>
<i>Ardentinny Community Council</i>	<i>Updates to members of Emergency Team and volunteers.</i>	<i>John Brint</i>	<i>April 2025</i>

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ARDENTINNY COMMUNITY EMERGENCY PLAN OVERVIEW AND KEY EMERGENCY CONTACTS

Emergency Management Team (EMT) for Ardentinny

The residents below have agreed to form part of the emergency team who will help to reduce the effects of an incident on the community. The role of the EMT is to co-ordinate the activities for the community during an emergency by assessing the situation, mobilising the appropriate local resources to support the community and maintaining links with the emergency services, the local authority and other responding organisations. The Plan will be activated either as a result of a call from the Emergency Services, Argyll and Bute Council or ourselves via the Community Emergency Coordinator or Depute after discussion with EMT members.

The telephone tree below should be utilised in the event of an emergency. If you require assistance use this tree to get in contact with one of the Team.

Ardentinny Emergency Management Team (EMT)			
Community Emergency Coordinator – John Brint Contact number: Tel.: 07341921457			
↙		↘	
Deputy Community Emergency Coordinator Mark Rowthorn Tel. 07971274392		Village Hall Management Team Rep Brian Hillesdon Tel. 07519303080	
↙	↘	↙	↘
EMT Member Danielle Markey Tel: 07984672306	EMT Member Keith Wood Tel: 07761285275	EMT Member Vacancy Tel:	EMT Member Neil Robinson Tel. 07967763074

Emergencies can be: severe weather, flooding, fires, landslips or major incidents involving transport, lengthy loss of utilities, etc. Community awareness and pre-planning will make it easier to cope with and recover from an emergency.

The document is available on the Ardentinny Community Council Website, www.ardentinnycc.co.uk and a hard copy is available in the Ardentinny Village Hall.

We also have a group of volunteers (known as Emergency Community Coordinators) who have offered assistance to the Emergency Management Team, their information is not shared publicly, but retained by the Emergency Management Team with a copy shared only amongst the volunteers.

SECTION 1

INTRODUCTION

The Ardentinny Community Emergency Plan is designed to assist our community to undertake a coordinated response to an emergency incident within its local area and in collaboration with the emergency services and other emergency responders.

The aim of the plan is to help minimise disruption arising from an incident, ensure vulnerable individuals are supported and that normality is restored as soon as possible after such an event.

This plan has identified risks to our community and what resources we possess to counter the risk, as well as supporting the Emergency Responders (see Section 2 Community Risk Assessment).

To this end an Emergency Management Team made up of residents has been set up to coordinate the community response to an identified emergency (see previous page).

Furthermore, a team of volunteers known as Emergency Community Coordinators for Ardentinny (ECC) has also been set up to support the EMT and its response to an incident. These are volunteer members of the community who are willing to help during an emergency in the village. This means being willing to do tasks such as door knocking, snow clearance or shopping for vulnerable people, or providing specific skills/resources to help out e.g. 4X4 vehicle, chainsaw expertise and catering.

The list of ECC volunteers will not be openly published in this document but will be used by the Ardentinny EMT to contact those ECC members as needed. The ECC members will have a copy of the ECC members list for sharing between themselves similar to how we managed the contact list during the pandemic.

As required, e-mail, social media and notice boards will also be used to disseminate communication.

All emergency situations highlighted in this plan will be risk assessed and will consist of a low risk to individuals who volunteer to help in times of crisis. No individual will be expected, at any time, to partake in a high-risk activity that may lead to injury. There is no acceptance of responsibility whatsoever by Ardentinny Community Council for any loss, injury, claim, liability, costs or damages caused by the actions and/or negligence of the volunteers or anyone acting for or on behalf of them.

The main priority, however, is personal safety. Individuals should never put themselves at risk in any of the Risk Assessed scenarios. If an individual is unsure how to proceed, they should desist and take further advice from Emergency Service responders

Activation of the Plan

This Plan will be activated either as a result of a call from the emergency services, Argyll and Bute Council or ourselves via the Community Emergency Coordinator or Depute after discussion with EMT members. The Emergency Management Team and Community Coordinators will meet in the Village Hall to assess the nature of the emergency and how to move forward.

FIRST STEPS IN AN EMERGENCY

Follow the instructions below;

	Instructions	Tick
1	Call 999 (unless already alerted)	
2	Ensure you are in no immediate danger	
3	Contact the Ardentinny Emergency Management Team to discuss the situation	
4	Emergency Co-ordinator to contact Depute and Key EMT members to discuss the situation and decide whether to activate Plan	
5	If warranted Phone tree to be activated	
6	Assemble Ardentinny Emergency Group at Village Hall to make ready	

ACTIONS AGREED WITH LOCAL AUTHORITY IN THE EVENT OF AN EVACUATION -

Argyll & Bute Council Contact - Civil Contingencies Dept. emergencyplanning@argyll-bute.gov.uk or via Argyll & Bute Council tel. 01546 605522

ALTERNATIVE ARRANGEMENTS FOR STAYING IN CONTACT IF USUAL COMMUNICATIONS HAVE BEEN DISRUPTED

- Word of mouth
- Use of Notice boards around the village
- Walkie talkies (from Emergency Box)

Document Management

A copy of this plan, minus the detailed information of ECC volunteers, will be available online at www.ardentinnycc.co.uk.

The **ARDENTINNY COMMUNITY EMERGENCY PLAN OVERVIEW AND KEY EMERGENCY CONTACTS** page, **Household Plan** and **General recommendations and Advice** sections will be posted at various community information points in the village, distributed via email to those on the Ardentinny Community Councils email list and delivered to households in the Ardentinny Community Council area as required.

Full hard and electronic copies of the Plan, including volunteer personal information will be held by the Emergency Management Team.

Acknowledgement

This revision and format are based on the existing Ardentinny Emergency Plan, and that of Strachur and District Community Council Emergency Plan, which was kindly shared with Ardentinny Community Council. Ideas were also taken from the review of publicly available copies of the Findhorn & Kinloss Community Resilience, and East Kintyre Community Council.

SECTION 2

COMMUNITY RISK ASSESSMENT

The following section is a Community Risk Register of situations that were identified as potential risks to our Community. It presents key actions to be taken in the event of an emergency and relevant contacts.

1. Risk – Disruption to Utilities / Likelihood – moderate risk rising to high during winter

Situation	Utilities disrupted in planned or unseen circumstances. In the former case it is anticipated that the utility companies will provide adequate notice and ensure that alternative arrangements are put in place. In the event of a sudden and unexpected disruption contact must be first made with the relevant utility company.
Steps to Counter Risk	Ensure contact list for all local services/agencies are up to date and widely circulated. (See Section 4)
Action in Case of Event	If it is an unplanned village-wide occurrence, notify relevant utilities companies. If there is a major and lengthy power outage or major issue with mains water supply, volunteers may be required to check on vulnerable individuals and families to ensure adequate food, water and heating supplies are available and supply them where necessary.
Relevant contacts	As per contact list (Section 4) – emergency contact numbers for utilities companies.

2. Risk – Disruption to Village Roads from Adverse Weather or Road Traffic Incident (RTI) / Likelihood – moderate risk

Situation	Adverse weather caused by storm resulting in trees down, snow, ice or flooding of Shore Road, and/or Road Traffic Incident , which could severely impair access in and out of village
Steps to Counter Risk	In severe weather liaise with council to ensure roads are properly gritted, kerbside and roadside drains are kept clear and maintained, ensure grit boxes are kept filled and snow shovels are kept locally and available. Ensure awareness of resources and their location – chainsaws, snow shovels, 4x4 vehicles. Awareness of those with local knowledge on vulnerable individuals. RTI specific - Notify Police and other emergency services as required
Action in Case of Event	Adverse Weather Specific a) Notify Council Roads Dept. b) Liaise with police re road closures etc c) Assist with snow clearance if feasible d) Inform Local Emergency Community Coordinators with appropriate skills to assist (e.g., chain saw, 4x4 etc) e) Liaise with vulnerable individuals to check on welfare if cut off by the situation f) Consider use of 4 x4 vehicles for patient transport and standby drivers

	<p>g) Ensure those relying on food resource deliveries are kept informed of road closures</p> <p>h) Advise local surgery and hospital of any medical issues or issues with crucial appointments</p> <p>RTI Specific</p> <p>a) Assist with Traffic control or assist Police</p> <p>b) Assist with first aid if required</p> <p>c) Inform Local Emergency Community Coordinators with appropriate skills to assist (e.g. chain saw etc)</p>
Relevant contacts	<p>As per contact list (Section 4)</p> <p>All those with adverse weather resources and/or local knowledge of village community</p>

3. Risk – Fire / likelihood – medium risk

Situation	House or houses seriously damaged by fire
Steps to Counter Risk	<p>a) Liaise with local Fire Service in raising and maintaining fire awareness within the community</p> <p>b) Encourage local businesses, Clubs and Hall to have regular fire inspections</p> <p>c) Encourage use of domestic smoke and heat alarms as per Scottish Government requirements</p> <p>d) Recommend residents to have a fire extinguisher/blanket in home</p>
Action in Case of Event	<p>a) Contact emergency services immediately</p> <p>b) Safely manage evacuation as necessary</p> <p>c) Open Hall as refuge for those affected and contact volunteers for hall management, food and drink, emergency clothing etc.</p> <p>d) Contact surgery and warn Dunoon Hospital A&E of possible casualty situation</p>
Relevant contacts	As per contact list (Section 4) – Emergency services, Community Council, Village Hall Committee

4. Risk – Community Wide Medical Emergency / Likelihood – low risk

Situation	Refers to highly infectious and potentially lethal illness such as typhoid, botulism and some extreme seasonal and highly contagious diseases such as Norovirus
Steps to Counter Risk	Request Riverbank Surgery provides up to date medical information regarding this. Encouraging personal hygiene especially at public events (hand washing etc.). Ensuring clean supplies of drinking water available to community. Rigorous Food Safety policies and procedures in place at catered local events.
Action in Case of Event	<p>a) Seek medical advice from Doctor, SNHS, Dunoon Hospital</p> <p>b) Movement may be curtailed due to illness, this may lead to food issues</p> <p>c) Food runs especially for vulnerable or ill individuals made by volunteers in protective clothing and face masks as recommended by Doctor.</p>
Relevant contacts	(Section 4) Riverbank Surgery, Doctor Titmar, Practice Nurses, SNHS, Dunoon Hospital, Check local and national media for updates

5. Risk – Beach Picnic Site Incident / likelihood – low risk rising to medium risk in Summer

Situation	Anti-social Behaviour at Beach, Fire Risk and Environmental Damage to Picnic Site
Steps to Counter Risk	<ul style="list-style-type: none"> a) Liaise with Forestry and Land Scotland (FLS) Visitor Services Manager (and Team) to provide information, ensure that they have a plan to regularly visit the beach area (using Seasonal Rangers) b) Liaise with FLS, Emergency Services to make aware of concerns and provide information of noted instances of fires on beach, damage to environment c) If fire risk likely to spread to nearby houses or facilities inform residents to vacate buildings and encourage visitors to beach to move out.
Action in Case of Event	<ul style="list-style-type: none"> a) Contact emergency services immediately for out-of-control fires b) Contact Police for anti-social behaviour c) Report environmental damage, overflowing bins to FLS Seasonal Rangers or Duty Office (Central Enquiries FLS)
Relevant contacts	As per contact list (Section 4) – Emergency services, FLS

6. Risk – Boating Incident / likelihood – low risk rising to medium risk in Summer

Situation	Boating Incident in the vicinity of the village and Glenfinart Bay
Steps to Counter Risk	<ul style="list-style-type: none"> a) Liaise with FLS to ensure that adequate warning notices are present at the beach area, including procedure and contact details for emergency services regarding a boating incident b) Ensure contact list for emergency services is printed and displayed on notice boards. c) Contact MoD Police patrol Boats to assist (via HMNB Clyde, Faslane) d) Liaise with Outdoor Centre on their capabilities to provide assistance to this risk
Action in Case of Event	<ul style="list-style-type: none"> a) Contact emergency services immediately for assistance (Coastguard) b) Contact MoD Police patrol Boats to assist (via HMNB Clyde, Faslane) c) Contact Outdoor Centre to see if they are able to respond to assist in rescue.
Relevant contacts	As per contact list (Section 4) – Emergency services, Coastguard, MoD Police via Faslane, FLS, Ardentinn Outdoor Centre

SECTION 3

INCIDENT/EMERGENCY ROOM LOCATION

If an emergency team is brought together, it is proposed that the Village Hall be the key venue that will serve as an incident room/emergency shelter. This is where the emergency team can meet and manage the Community's response to the emergency. Further alternative locations are noted here in case there is a requirement for additional space or use of other facilities (e.g. food preparation).

Details of the emergency shelter(s) may be shared with the emergency services in case they need to identify a safe location to evacuate residents to.

Building	Location	Potential use in an emergency	Contact details
Ardentinny Village Hall	@ road end beside Corner Cottage, North end of Village	Rest Centre/safe place/ Broadband access/Food and drink Prep.	Mark Rowthorn (Chairman) Brian Hillesdon (Secretary) Ardentinnyvillagehall8@gmail.com
Actual Reality	Ardentinny Outdoor Centre, Central Location in Village	Rest Centre/safe place, cooking facilities/Telephone access <i>(Note restrictions are possible if schoolchildren are present at the centre)</i>	Peter Wilson 01369 810271
Ardentinny Bowling Club	@ Beach Area, Glenfinart Bay	Rest Centre/safe place, cooking facilities	Douglas Menzies (President) ardentinnybowlingclub@gmail.com
The Ardentinny	Central location in Village	Rest Centre/safe place, cooking facilities	Bill Tierney

Emergency Box

An emergency box is kept at ARDENTINNY VILLAGE HALL (Container)

It contains;

- Wind up torches
- Megaphone
- Hand warmers
- Walkie talkies
- Foil emergency blankets
- Batteries
- Tabards for emergency co-ordinators
- Light sticks
- Head torches
- A copy of this plan
- Template for Agenda of first meeting of the Emergency Team
- a map of the area
- Paper and pens/pencils

- wind up / battery operated radio.
- Gloves
- Whistles
- Hard Hats
- Snow Shovels

The contents of this box will be checked every 3 months for the reliability of the equipment by the Emergency Management Team.

Emergency Information Points

The following locations have been identified as Emergency Information Points that will pass information to the community during an emergency.

Location	Responsible for Updates	Contact Information
www.ardentinnycc.co.uk	Ardentinny Community Council, with information from Emergency Management Team (EMT)	ardentinnycc@gmail.com
Ardentinny Residents Forum Facebook Page	Emergency Management Team (EMT)	Via Facebook page
www.ardentinny.org	David McDowell (Site owner), with information from EMT	Via Ardentinnny.org
Ardentinny Community Council Noticeboard @ Church Car Park	Ardentinny Community Council	ardentinnycc@gmail.com
Noticeboard at Ardentinnny Village Hall	Ardentinny Community Council	ardentinnycc@gmail.com

SECTION 4 LOCAL UTILITIES / HEALTHCARE / SERVICES

The following is a list of contact details for the Emergency Services, Argyll & Bute Council, local medical services and other key utilities companies and services identified for specific risks;

Provider	Service	Contact Details
Police/Ambulance/Fire/Coastguard	Emergency Non-Emergency	999 101
SSE Gas and electricity	Utilities	National Gas Helpline Gas leaks: 0800 111 999 National Power Cut Helpline Electricity: 105 Both 24 hours a day, 7 days a week
Scottish Water	Water/Sewerage Services	Customer Helpline: 24-hour service 7 days a week: 0800 0778 778 https://www.scottishwater.co.uk/Help-and-Resources/Contact-Us/Contacting-Us
BT Openreach	Telecoms and broadband	Text HELP followed by your landline number to 61998 Monday-Friday 8am - 9pm Sat and Sun 8am - 8pm (charge may apply at your standard rate). Call Customer Service 0800 800150 Monday-Friday 8am- 9pm Saturday and Sunday 8am - 8pm (Network call charges apply)
S.E.P.A	Sewerage/ Flooding/ Pollution	Pollution hotline 0800 807060 (24 hour) Flood line 0845 9881188
Riverbank Surgery	Local Surgery	01369 840279
Dunoon Hospital (Cowal Community Hospital)	Medical/ Healthcare Service inc. Dental	01369 704341
Local Medical Emergency in Ardentinnay	Defibrillator	Defibrillator located at Old Ferry Building (slipway side) opposite entrance to Ardentinnay Outdoor Centre. Code: C01369
Argyll and Bute Council	All local service – roads, lighting, refuse, housing, social services etc.	During office hours (09:00 – 17:00) visit the website https://www.argyll-bute.gov.uk/home or call Telephone: 01546 605522 Text: 07860 064682
Argyll and Bute Council	Social care and health information - <i>Emergency Standby Out of hours Service</i>	01631 566491 or 01631 569712
Forestry and Land Scotland	General Issues at Beach	0300 067 6600
Clyde Off Site Emergency Plan RNAD Coulport	Guidance on radiation leaks, emergency information comes to us from A&BC	https://www.argyll-bute.gov.uk/sites/default/files/clyde_off-site_emergency_plan_-_july_2021_public_version.pdf
HMNB Clyde Faslane & Coulport	To contact MOD Police launch and Rhibs in case of water emergency on Loch Long	Coulport control room - 01436 674321 select option 2 and then extension 6429. Alternatively Clyde Control Room 01436 674321 Option 1 extension 7339 will provide contact with the Operational control room and be able to direct the police assets and support.
West Coast Motors	Bus Service	01586 552319 or https://www.westcoastmotors.co.uk/

SECTION 5 HOUSEHOLD PLAN

Please consider using the following plan below for yourself and family;

Household Emergency Plan

If a major emergency happens it may be some time before help arrives. It's very important that you and your family get together to prepare.

- ✓ Agree a plan in advance with those in your home
- ✓ Complete this template together and keep it safe in case you need to use it.

If the emergency means it is not safe to go out, the advice is usually to:

GO IN (go indoors and close all windows and doors)

STAY IN (stay indoors)

TUNE IN (to local radio, TV or the internet, where public information and advice from the emergency responders will be broadcast)

My local radio station: Is on frequency:

If you have to leave your home, get out, stay out, and take others with you.

Think of two meeting places: one near home and one further away, in case you can't get home.

✓ Meeting Place 1 (Near Home)

✓ Meeting place 2 (Further away)

Location.....

Location

.....

.....

.....

.....

Pick a friend or a relative who lives out of the area, who you will agree to call to say you're OK, should you need to leave home. Make sure this person knows.

✓ Friend or relative to call to let people know that you're OK

Name:

Telephone number:

If it is safe to do so, you should check on your neighbours and vulnerable people living close by. Have a think about who they are in advance.

Name:	Name:	Name:
Address:	Address:	Address:
.....
.....
Tel Number:	Tel Number:	Tel Number:

Important Telephone Numbers

- For the emergency services, dial 999
- For NHS 24, dial 08454 24 24 24
- For SEPA's floodline, dial 0845 988 1188
- For Scottish Water, dial 0845 601 8855

You should record other important telephone numbers pertaining to you, here are suggestions:

Schools/Colleagues:

Work Contact:

Doctor:

Insurance:

Gas supplier:

Carers/childminder:

Plumber:

Vet:

Local authority:

Electricity supplier:

Other recommendations:

Review your insurance policy: Make sure you are adequately insured both for property and valuables

Pack an emergency kit

You should keep enough food and water and other essentials at home for at least three days.

Whether you have to stay in or get out, packing a small emergency kit will help you get through. Keep it in a safe place at home where you can reach it easily. Your kit should be kept in a waterproof bag and the top ten things to include are:

- ✓ Battery radio with spare batteries, or a wind-up radio
- ✓ Battery torch with spare batteries, or a wind-up torch **Be aware of the dangers of using candles**
- ✓ First aid kit
- ✓ Important documents like passports, driving licence, birth certificates and insurance policies
- ✓ Bottled water, ready-to-eat food that won't go off and a can-opener too
- ✓ Spare keys to your home and car
- ✓ Spare glasses or contact lenses
- ✓ Toiletries, sanitary products, anti-bacterial hand gel and details of important medicines
- ✓ Pencil and paper, penknife, whistle
- ✓ Pet supplies

If you have to leave your home and there's time to gather them safely, you should also think about taking:

- ✓ Essential medicines
- ✓ Mobile phone and charger
- ✓ Cash and credit cards
- ✓ Spare clothes and blankets
- ✓ Games, books, a child's special toy
- ✓ Pets

For further advice on being prepared for emergencies see

www.readyscotland.org

SECTION 6 GENERAL RECOMMENDATIONS AND ADVICE

1. When an Emergency is Expected

Use the following advice in unusual weather conditions, in Ardent inny the likelihood of first two conditions is higher:

- **Heavy Winds**
 - Secure loose objects such as ladders and garden furniture, wheelie bins to avoid unnecessary spillage of rubbish
 - Close and securely fasten doors and windows, including garages
 - Park vehicles in a garage or in a place clear of buildings, trees and fences
 - Stay indoors if possible
 - If you need to go outside, do not walk or shelter close to buildings or trees
 - Don't carry out repairs whilst the storm is in progress
 - Do not drive unless your journey is essential and avoid exposed routes
 - Do not touch electric/telephone cables which may have been blown down
- **Snow and Ice**
 - Carry an emergency car kit – mobile phone, car charger, first aid kit, warm waterproof clothes, blanket, food, water, torch (with spare batteries), spade/snow shovel, spare medication
 - Inform a friend or family member of your intended travel arrangements and expected arrival time
 - Wear a hat, snow grips on shoes if available
 - Watch out for signs of hypothermia – uncontrollable shivering, slow or slurred speech, drowsiness and memory lapse
 - Don't drive unless you absolutely need to
 - Have a supply of grit/salt to thaw driveway, pathways if practical
- **Heat Wave**
 - Try and plan your day to stay out of the heat, keep rooms shaded and, where possible use a fan
 - If you must go out, stay in the shade, wear a hat and loose-fitting clothing
 - Drink plenty of fluids
 - Don't leave animals unattended in cars in warm weather
 - Seek medical help if you suffer from heat exhaustion or heat stroke. Remain somewhere cool, sponge yourself with cold water and drink plenty of fluids
- **Flooding**
 - Listen to your local radio and TV weather forecasts for advice from the emergency services
 - Move your car to higher ground
 - Empty furniture drawers and cupboards. Place the contents and any furniture you can upstairs (if possible)
 - Fasten plastic bags round the legs of wooden furniture to help minimise absorption of water
 - Turn off mains gas and electricity
 - Put plugs in sinks and weight them down to prevent backflow from the drains. Weigh down the loo seat too.
 - Bring caged outdoor pets inside, move all pets with food, water, bedding and litter trays upstairs or to a higher surface.
 - Make sure any valuable or sentimental items and important documents are safe

- Put any flood protection in place

REMEMBER flood water will probably contain sewage, which can cause disease. Always wash your hands/arms/legs after coming into contact with floodwater with hot water and soap. Keep contaminated footwear and clothing away from children.

DO NOT allow children to play in floodwater, as well as the risk of disease manhole covers may have dislodged under the pressure of floodwater creating a drowning risk. If you need to walk through floodwater, consider using a pole (brush handle) to test the ground in front of you

ICE Contact Recommendation – Set Up on your Mobile Telephone

In an emergency situation, you may not be with your family. It is important that you can all stay in touch with each other. If you are unconscious or cannot communicate, the emergency services should be able to get in touch with someone on your behalf.

To help emergency service staff know who to contact, set up an ICE contact in your phone. This stands for In Case of Emergency. Enter 'ICE' as a new contact name and then assign a phone number to it of the person you would want someone to contact if you were taken ill or taken to hospital. This can be anyone - a partner, parent, friend etc. Your ICE contact must agree to this, and should know any important medical information about you. If you don't have a mobile phone, write the information on a card in your wallet or purse. You can have more than one ICE by listing them as ICE1, ICE2 etc.

2. Recommendations During an Emergency

- IN AN EMERGENCY DIAL 999 IF NECESSARY
- Follow advice from the Emergency Services and responding organisations, make sure that your own family is safe, and that your house is secure
- Tune into the local radio station and listen for public advice messages, and monitor local community social media platforms for updates and advice.
- Ardentinny Emergency Team will try and make contact (and can be contacted through email or social media (assuming its availability).
- If people are advised to evacuate their homes, or are advised to evacuate, it is recommended that people take the following steps:
 - Grab 'Emergency Kit' and check contents.
 - Turn off electricity, gas and water supplies and unplug appliances
 - Take their mobile phone and charger.
 - Take some spare clothes.
 - Take prescribed medication with them.
 - Take cash and credit cards.
 - Lock all doors and windows.

If you leave by car, take bottled water, a duvet or blankets and tune into the local radio for emergency advice and instructions.

We encourage you to check on your neighbours, especially if they are elderly or live on their own.

APPENDIX 1: ASSISTANCE REQUEST SIGN - PLACE IN YOUR WINDOW



HELP

ASSISTANCE REQUIRED